



**To the Mayor and Members of the City Council**

**August 23, 2016**

Page 1 of 5

**SUBJECT: OFFICER-INITIATED VERSUS CITIZEN-INITIATED CODE COMPLAINTS**

The City Council has requested information about the number of officer-initiated versus citizen-initiated code complaints in order to understand the extent to which Code Compliance Officers are being proactive in their neighborhoods. On average, 60 percent to 70 percent of complaints are initiated by Code Compliance Officers. These numbers will fluctuate based on the number of staff, time of year, complexity of cases and special projects.

The Code Enforcement Area Command has the following staff resources to address routine complaints throughout the city six days a week. Beat maps appear on pages 4 and 5 of this report.

- 17 General Code Compliance Officers
- 12 Solid Waste Code Compliance Officers (funded by Solid Waste)
- 9 Substandard Building Officers
- 7 Multifamily Officers

Code Compliance officers respond to citizen-initiated complaints within 24 hours in most situations. In recent years, Code Enforcement has made a concerted effort to focus on higher priority violations. A key performance indicator was established for the officers to address Priority 1 and 2 violations within 24 hours 80 percent of the time. These violations are typically more difficult and time-consuming to abate. Addressing higher priority violations results in fewer violations being addressed overall, but creates a greater impact on the community.

A key performance indicator was also put in place for higher priority substandard structures. Eighty percent (80%) or more of the cases presented to the Building Standards Commission are Priority 1 hazardous structures, which tend to be the most dangerous. These cases receive a repair-or-demolish order from the Commission and the City is authorized to demolish the structures if the owners fail to comply.

<b>Priority 1 Examples</b>	<b>Priority 2 Examples</b>
Hazardous Structures	Substandard Structures
Open and Vacant Structures	Junk and Debris
Stagnant Water	Outside Storage
Putrescible Waste	High Grass > 12 Inches < 24 Inches
Sewage/Water Leaks	Bulk Waste
High Grass Exceeding 24 Inches	Junk Motor Vehicles
Harborage for Rodents and Vectors	Illegal Land Use
Attractive Nuisances	No Water Service
Health and Safety Hazards	Home Occupation



**To the Mayor and Members of the City Council**

**August 23, 2016**

Page 2 of 5

**SUBJECT: OFFICER-INITIATED VERSUS CITIZEN-INITIATED CODE COMPLAINTS**

Complaints	FY2007	FY2008	FY2009	FY2010	FY2011	FY2012	FY2013	FY2014	FY2015
Citizen-Initiated	25,103	20,240	21,820	13,368	11,082	14,028	14,517	15,023	16,471
Officer-Initiated	39,803	37,724	49,124	30,909	25,636	35,088	32,703	25,200	24,959
Total	64,906	57,964	70,944	44,277*	36,718	49,116*	47,220*	40,223*	41,430
% Officer-Initiated	61%	65%	69%	70%	70%	71%	69%	63%	60%

The charted numbers were extracted from CodeOps by the Information Technology Department. Complaints submitted are address-specific and often contain multiple violations. Historically, code officers are proactive in addressing violations 60 percent or more of the time. Proactive examples include:

1. Citizen reports tall grass only and the responding officer also addresses the substandard building.
2. Officer responds to a junk vehicle complaint and addresses other junk vehicles in the area.

Current productivity suggests that the total number of cases will be up for FY2016:

Complaints	FY2016 (8/4/16 Year to Date)
Citizen-Initiated	14,216
Officer-Initiated	24,033
Total	38,249
% Officer-Initiated	63%

The number of known/suspected code violations in an officer's area has always exceeded the amount of time they have available. Responding to complaint-driven violations and then addressing other code violations (officer-initiated) in the general area of the complaint consumes the largest portion of an officer's day. Despite route management, staff reductions have increased travel time, e.g., larger areas require more time to travel from one case to another and less time available for proactive work.

**To the Mayor and Members of the City Council****August 23, 2016**

Page 3 of 5

**SUBJECT: OFFICER-INITIATED VERSUS CITIZEN-INITIATED CODE COMPLAINTS**

In summary, code officers are proactive the majority of the time. They also have goals and standards to address the highest priority violations and for measuring individual and collective performance. If you have any questions about this information, please contact Code Compliance Director Brandon Bennett at 817-392-6322 or [brandon.bennett@fortworthtexas.gov](mailto:brandon.bennett@fortworthtexas.gov).

**David Cooke**  
**City Manager**



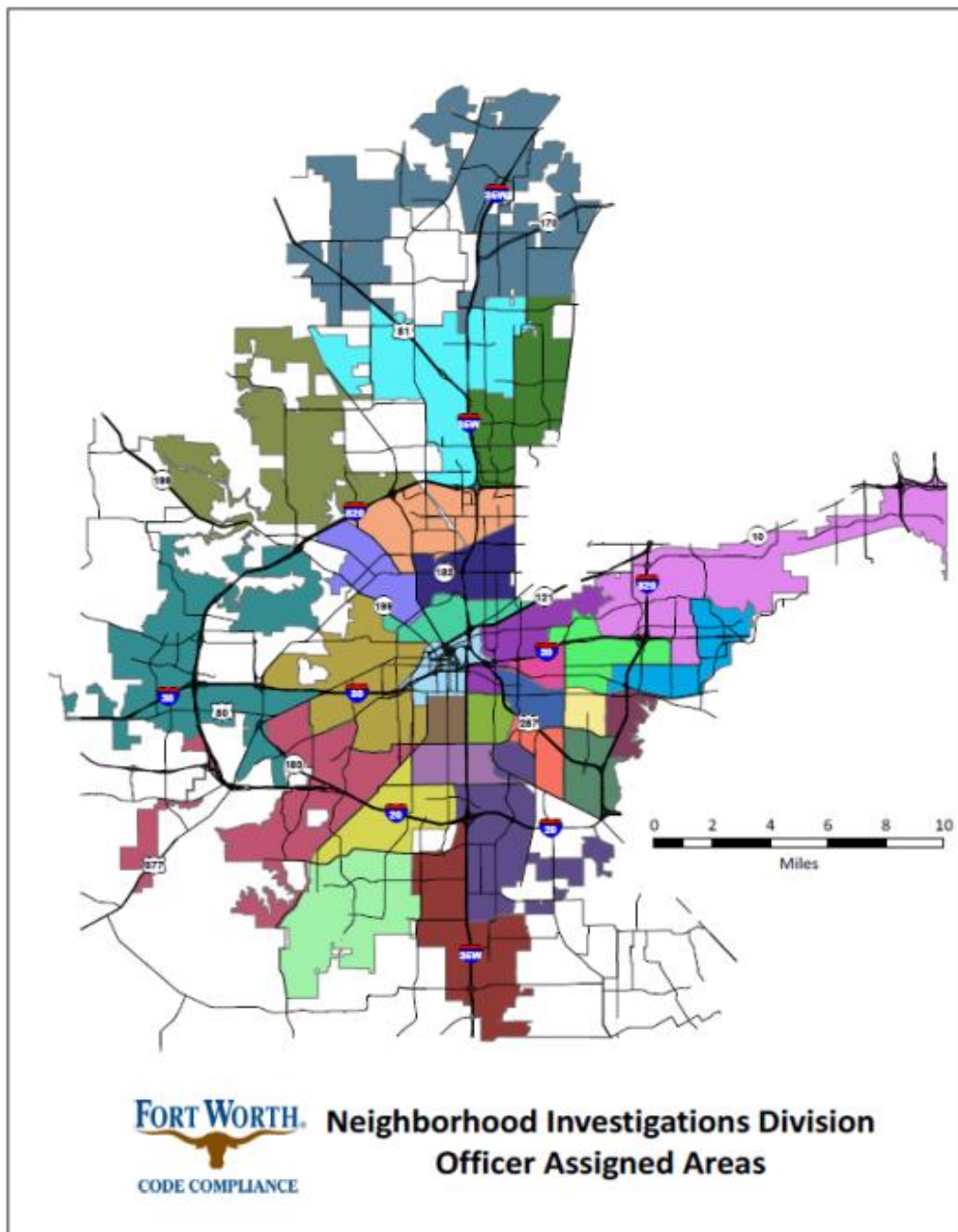
**To the Mayor and Members of the City Council**

**August 23, 2016**

Page 4 of 5

**SUBJECT: OFFICER-INITIATED VERSUS CITIZEN-INITIATED CODE COMPLAINTS**

**1 Officer is responsible for each shaded area. If there is a vacancy, medical leave, vacation, etc. then 1 Officer covers two shaded areas. Where there is a higher density of code violations, the officer's area, while quite large, is still smaller than areas with a lower density of violations.**





To the Mayor and Members of the City Council

August 23, 2016

Page 5 of 5

**SUBJECT: OFFICER-INITIATED VERSUS CITIZEN-INITIATED CODE COMPLAINTS**

1 Officer is responsible for each shaded area. If there is a vacancy, medical leave, vacation, etc. then 1 Officer covers two shaded areas. Where there is a higher density of code violations, the officer's area, while quite large, is still smaller than areas with a lower density of violations.

